

**Question 3. Please write a short description of the problem. (In response to the selection of “Other” from the list in Question 2.) Note: this was a “short comment” field, which limited the number of characters allowed in the response. Therefore, some responses were truncated. In addition, the survey document reports 1,014 comments; the actual count is 1,022.**

1. Scrambling hours keyed between lines, dropping hours, not processing.
2. Travel claim took from Jan to end of March to address
3. Issue with entering time off the day before a holiday.
4. savings bonds were late in receiving
5. Savings bond was prematurely issued by 2 months
6. System does not show real Time, Errors are often unknown for as much as a week before time is kicked out.
7. information being sent to wrong address. Also my longevity pay was not paid seperately and this changed several things including taxes.
8. Putting time in was difficult. Calculating and correcting employee's time was difficult because as a monthly payee, the overtime/comp time had to be estimated. Leave/time adjustments were labor intensive. The AOC now using old system.
9. Something to do with a Saturday made an exception
10. Enter travel reimbursment- when having to modify you must delete the line item and reenter your information. Did not know that, and it took a while to figure it out. Some of the location codes were not in the table.
11. pay entered into checking acct. is always different - by a few cents - theres no consistency
12. Flexible Benefits- numerous errors with payments, system paying duplicate claims, overpaying pledge amount, expense paying more than flexible benefits approved.
13. I want to receive a paper copy of my pay stub in the mail
14. On my February 30th check the deductions for health and dental insurance was double deducted.
15. I do not have the time to go in and check my pay check every two weeks for all of the information I want off of my pay check. The secreatary that does documents for me does not always have the time to do the work in a timely manner.
16. 2 issues re: Flexible Benefits--deducted what was deducted last calendar year & Edison denying all of the transportation amount spent
17. I had a baby 9/23 and requested that she be added to my health insurance. She was added in the old system but it did not transfer to Edison, so she was not added in a timely manner and I was getting bills from the hospital.
18. time entered incorrectly
19. Have no direct supervisor assigned in Edison to approve my time and leave request.

## Employee Survey

20. Time and leave requests will not show after entering. Compensatory balances are incorrect then correct then incorrect
21. Time does not always go through when first put in.
22. i received a payroll check because i changed my deductions on my credit union
23. Cannot get time or overtime approved timely. Boss is not able to, don't know who is.
24. told to look at pay check at home / no computer
25. Problem in getting time approved once it was submitted.
26. This program does NOT work!
27. Unsuccessfully attempted to submit travel reimbursement
28. Flex Benefits is very slow, much slower that prior to Edison. Plus it is valmost impossible to speak with anyone in F&A about a problem with Flex Benefits.
29. Longevity is now taxed heavily due the programming in edison. Previously it was handled seperately from the payroll for the month of the longevity.
30. decrease in monthly rate
31. I was seeing employees that I am timekeeper for. Sometimes I cannot see anyone. Sometimes I can see one or a few employees.
32. incorrect personal information was entered into Edison
33. I enrolled in the Roth 401 K in 08 when Edison was first started and it was not implemented. Contributions continue to go to the traditional 401 k. I have lost a year of the Roth 401 K benifits. Other issues as well with Edison.
34. The system had me as single vs. married. took out child support one time.
35. having problems figuring how much and when i get paid for overtime. seems like someones getting short changed
36. Had money deducted for a garnishment that wasn't mine.
37. to many to list- longevity pay late, missing data, way to copulated
38. Wrong information in the system for direct deposit and in correct personal information. Other issues have been they system losing submitted time between submission and getting to my supervisor.
39. entered time disappears, approved time disappears, The system is completly unreliable! As a manager I do not have capability of accessing my employees data in spite of constantly alerting Edison "officials".
40. I can not approve time for all employees under me due to the fact there is a vacant position inbetween.
41. approving payable time and exceptioniions for staff
42. Flexible Benefits amount was wrong.
43. start ofenterung password use, and new password use.

## Employee Survey

44. My name changed due to marriage. My travel pay stopped being direct deposited and was sent by US mail. Also, it took a while to get my husband enrolled on my insurance which caused us to have to make some unnecessary out of pocket payments for medicals.
45. I had to approve time 3 and 4 times for the same period.
46. Addition of dependent on health insurance and beneficiary information
47. shows i have no beneficiary for my life insurance or 401k
48. I did not get a savings bonds for October08 and November08 but the money was taking out of my paycheck for those two months.
49. Having to continually reenter my time after Edison has lost it.
50. Unable to get beneficiary information; and or leave balance calculation.
51. It was a split week and it would not take my time for 4-2 and 4-3
52. I approve travel claims & some of them are not being routed correctly & others work split positions & it causes problems with travel Alloment allocation
53. 10 employees had a deduction for RETRIB Oct - Dec.
54. No way to correct leave request entered incorrectly
55. net pay changes by different amounts a few cents to a few dollars w/o explanation
56. a deduction was made in November for a savings bond, but I did not receive the bond until February
57. I'm under bankruptcy. The payments to the court had stopped at one time and the payments have not been caught up yet.
58. benefits. I had three reimbursement request that has: not been paid, wrong amounts
59. Data unavailable
60. saving bonds issue and beneficiaries information
61. Did not take out credit union money; did not immediately begin taking out CU amount
62. Edison has listed me as single ever since the program went into effect.
63. Sick Banks shows no balances or contributions
64. My user name. The state has my name wrong in their records. How would I even begin to know how many more errors there are?
65. Cannot approve direct reports time, overtime, etc.
66. Personal information was compromised with another employee.
67. Dental insurance
68. Inability to log on to Edison from home for weekend access
69. time reporting
70. The one hour payroll entries that keep showing for approval in employee time should have been resolved by now.

## Employee Survey

71. life insurance rate
72. I pledge a one time amount to go to a certain organization during the charity campaign. The amount came out of my check but showed on the check stub that it went to a different organization.
73. Had entered and submitted time on Wednesday, went in on Monday to complete time and could not complete time for Thursday because it stated that I had already entered time.
74. sick leave bank was not deducted on time causing me to not be able to enroll
75. Flex Reimbursement Request took several weeks to receive. I was told that the department was back-logged due to Edison
76. entering attendance and submitting it and it disappearing when you go back in.
77. Tried to change my deposit to the credit union online.
78. time entered was not reflected on manager screen
79. Exception list problems
80. have not been flexed up to ASA 2
81. My pay has been cut back since edison!!!!
82. flex benefit accounting is not right on the Edison System and no one that works in Flex benefit can fix it, they blame edison....
83. number of months employed with the state is incorrect
84. EDISON changed my date of employment.
85. time entered and it disappears..
86. prblems putting in time i n a split week
87. Increase in time to key and approve time with problems created by the EDISON's system's design flaws.
88. My annual did not rollover to sick on my anniversary date
89. on the sick/annual leave, it's never on there on time and ou don't know how much you have. the overtime on the check stubs are confusing in how you are paid for it.
90. Difficulty inputing time, leave, overtime. Updating takes too long. Must redo sevrsl times before changes take.
91. sumitted time-it disappeared-submitted again
92. Did not actually receive edison for over 4 months. Also had wrong address until I was able to gain access to edison and change it.
93. A manager is unable to view/approve time/leave requests of employees that work for a supervisor under the manager. 2. Time has to be approved multiple time before it goes to payroll. 3. Wrong manager listed. 4. System back up not often enough.
94. Travel pay was late getting approved in Nashville
95. unable to log on from home computer

## Employee Survey

96. System taking comp leave when you submit for sick; having to reenter information because the system dumps it
97. Incorrect Department indicated on pay check
98. FSA delays in payments and reporting
99. My grandsons are showing up as Dependent/Beneficiary
100. Wrong information on my personal info.
101. System is EXTREMELY non user freindly....
102. Leave for a current week was somehow 'pulled over' from a previous week.
103. Delay in reimbursement of FSA benefits
104. I have noticed my pay varies several dollars, with each period different. I have not attempted to contact anyone to resolve the issue since we have had so many minor issues with Edison.
105. We must post time worked before the end of the week. We must "predict" when and how many hours we will work. We must sign legal documents in advance.
106. Increased amount of savings to be deducted in credit union. Deduction of US Savings Bond continued to be shown on paycheck; but actual deduction was stopped.
107. PROBLEMS WITH SAVINGS BONDS, NOT RECEIVING AND BENEFICIARY INFORMATION WAS LOST.
108. the 2nd name payee for savings bonds was deleted
109. waste of personal and work time using the system
110. Took a very long time (3-4 months ) to be accepted into the sick leave bank
111. changing my last name
112. longevity date incorrect because they did not count my paid sick leave time as service time when I subsequently had a few weeks of sick bank time off; they subtracted all time off from my service, therefore payment was late.
113. My check has always been direct deposited. It wasn't deposited
114. couldn't get into the system
115. My United Way deduction was mistakenly keyed in Edison to deduct \$20.00 per pay day and it should have been a one time donation.
116. Paid Longevity Pay twice. Letter informing me of how to pay back made it sound like ti was my fault. My pay stub still shows the incorrect payment as income even though I have paid it back.
117. The system does not run on a regular schedule
118. Correction of hours entered on wrong charge numbers

## Employee Survey

- 119. We had to change bank information and as of todote, have not received our check by mail or by ACH. Also when receiving longevity was disappointed in this being combined with our pay checks. Also my husbands insurance was cancelled.
- 120. had to key time twice.
- 121. it changed my ot pay from comp to cash without my approval.
- 122. minor
- 123. continued to deduct health insurance after dropping dependant /// also leave requestes and time entry would disappear// failed to add correct person to dental
- 124. Took several months to roll over AL time
- 125. I can't get access to Edison, don't have time to devote to getting the problem fixed, have experienced lower office morale and heightened suspicion of coworkers regarding accuracy of Edison and unrealistic anticipation of o.t. etc.
- 126. reimbursement for expenses incurred
- 127. It's the awkwardness of having to log in to find out how much I got paid compared to getting the pay stubs in the past. It's not that hard just awkward.
- 128. When we transferred to Edison, the marriage status and dependants claimed was wrong.
- 129. Inexplicable exceptions. Loss of data between sessions.
- 130. No, the annual and sick balance are still late and not calculated until after the last of the month.
- 131. Edison dropped me off of Basic Term Life and Basic Accidental Death.
- 132. I notified HR I was divorced 11-08, Edison shows I'm still married. They advised they could not get it changed in Edison for some unknown reason.
- 133. beneficiary information
- 134. All of my time is a different amount for each month.
- 135. I had to re-enter my submitted time during one pay period
- 136. Edison down; Edison not updating timely;
- 137. Edison shows no beneficiaries for life insurance and won't allow me to correct that information.
- 138. My name showed up on "outstanding" list. I don't remember the specifics now because it's been so long ago but we had to have someone resolve it downtown.
- 139. It sometimes takes 2 to 3 days for time to show up to be approved by the supervisor and then a couple more days before I can see it on my edison timesheet page
- 140. My insurance premiums weren't taken out of my October pay. I mailed in the payment and since then it has been deducted from my check. However I keep gettnng letter saying I am behind on my premiums.
- 141. multiple emails regarding flex benefits reimbursement

## Employee Survey

- 142. 6 weeks before I was informed of Flexible Benefits payment
- 143. Edison does not recognized my Military Service
- 144. the person that approves time and absence is not my supervisor
- 145. the system not only does not update, a lot like this useless survey. it's a pathetic system and everyone know it.
- 146. Enrollment into Dental Plan when already had a plan.
- 147. System repeatedly displayed exceptions long after my supervisor had approved leave and overtime.
- 148. My travel claim was somehow lost.
- 149. Not sure of the exact months but various time the system has been down, time has had to be approved multiple times
- 150. I can enter leave and sick time but we are not allowed to enter time.
- 151. Disenrolled from Flexible Benefit Program
- 152. requested re-issue of W2 & it didn't work but I didn't know that until I had waited 2 weeks for the re-issue; time not approved
- 153. difficulty in access, time needed to access, unable to track issues
- 154. Leave request and overtime request - once input cannot be deleted.
- 155. the way we are paid it lessen our pay from the other way.
- 156. disenrolled from flex benefits, but then re-enrolled once I showed paperwork that proved I had signed up, then never recieved payments for claims submitted
- 157. Change of status in compensatory leave
- 158. Time that was keyed in from state level was entered incorrectly
- 159. Caught up between the old and new method for processing a travel expense and it is now over 30 days. Unable to completed due to untrained personnel.
- 160. I have not been effectively trained to use the system.
- 161. poor communication about reimbursement payment-email was unclear and link didn't work
- 162. Keying in my time and it disappearing
- 163. Early in Edison use, unresolvable exceptions appeared which made approval of time impossible. Also, If approvers are on leave, assistants are not allowed to approve time, requiring top managers to have to approve large numbers of time sheets.
- 164. Sick leave Bank Enrollement, Extra Life Insurance not showing and Annual and Sick Leave Balance is a Month Behind
- 165. Optional Term Life for Spouse not deducted until 4/09
- 166. sick time did not rollover
- 167. Time entered and then later disappeared

## Employee Survey

- 168. Time that I entered was not computed or accepted by Edison. I have copies of what I entered so I know it was the system and not me.
- 169. I have not been paid backwages owed, and only get straight time, instead of overtime. [NAME REDACTED] and personnel staff have no intention of rectifying the situation, either due to laziness, or incompetence.
- 170. payout of spouses annual leave when he left the state
- 171. Wrong role assignment, lack of effective training, difficult/tedious/confusing data entry, Edison's batch processes locking up or just not being run, Edison Admin lack of understanding of their system, task profiles for routine work not present at startup
- 172. not enough time or space
- 173. entering overtime and requesting annual leave
- 174. Unable to determine enrollment in deferred comp. Only showed the ongoing withdrawal for the previous enrollment period. It did finally resolve. Payment was also an issue.
- 175. Longevity and payroll were taxed at an incorrect rate
- 176. Time entered but not recorded by system
- 177. As a timekeeper, there is a problem of not being able to access all records in my timekeeping group collectively.
- 178. My expense report submitted was not paid for nearly a month because the expense receipts that I had scanned and attached to the report were not able to be viewed by mgmt. Also the links in the email mssgs during that time did not work. Spvr had issues.
- 179. Flex benefits claims were processed incorrectly
- 180. Since payroll had to be cut off around the 15th if we were sick or on annual leave the administrator had to make adjustments to our leave.
- 181. I enter time, click submit and it erases everything I entered. I have to re-enter it. It has always worked the second time. Often it works the first time, but not always. I also had issues with benefit info not showing up, but was told that info doesn't.
- 182. Although your beneficiary is in your file folder, it would be nice to see it appear on Edison since everything else is.
- 183. no knowledge of fort dearborn
- 184. Inconsistent/incorrect team members (come and go); approva of leave requests function sometimes disabled (message of 'not authorized'; difficulty getting good management reports; etc
- 185. changed household address to new street address but all my mail is coming to the house instead of the mailing address on file, which is a po box; also, flexible spending account reimbursements have been delayed
- 186. Premium was more than double for family insurance of Cigna
- 187. eddison takes our money
- 188. Edison wiping out previously entered time reports and leave requests.



## Employee Survey

- 189. Flexible Benefits claim not entered correctly
- 190. approvals and time entered by employees disappear.
- 191. TOO MUCH TAXES OUT OF LONGEVITY PAY WITH THE NEW SYSTEM
- 192. Its ridiculously complicated for most employees.
- 193. Can not get the correct people put in the right group.
- 194. The paycheck that I receive at the end of the month is never the same amount. It is either approximately \$1.00 lower or higher or as much as \$9.00 higher or lower than the preceding month and no one knows why.
- 195. Had to enter and approve data more than once
- 196. Submitted leave requests not showing up in Edison; Edison not acknowledging leave requests that were submitted and approved, having to reenter requests.
- 197. Could not get correct codes entered.
- 198. As a supervisor I have several groups of employees who I enter time for payroll. These groups were added to and then taken away and then added again. I had to have help through HR to approve time during this time.
- 199. Stop payment of 401K and changing saving acct
- 200. The program fails to hold the entered time or it doesn't transmit as it should
- 201. supervisor must resubmit all - charged to wrong program too
- 202. My Chapter was not paid timely and I received a letter from Bankruptcy Court.
- 203. I was paid for comp time instead of accruing the time.
- 204. edison did not register my promotion or my pay increase
- 205. Supervisor's unable to see or approve employees time.
- 206. When you enter staff's information today, tomorrow it won't be there.
- 207. Wrong amount was deducted.
- 208. I was late receiving my savings bond
- 209. Inaccurate payment for flex benefits claim.
- 210. The processing of reimbursement from my daycare flexible benefits experienced a several week delay during the period of my employment.
- 211. When verifying time, I found that the system did not keep the last day's time.
- 212. could not get into Edison x2 and had to call help desk
- 213. System could not correct split time
- 214. My optional term life does not display.
- 215. Calculation of deduction for medical expense reimbursement account
- 216. I could not get put under the right supervisor

## Employee Survey

- 217. vanished from system
- 218. Flexible Benefits amount was incorrect due to frequency of pay set as monthly instead of semi-monthly
- 219. Travel reimbursement went into my credit union acct.
- 220. Edison changed entries on timesheet, putting leave-taking on days when leave was not taken
- 221. Pay is always different and the fee that is charged by the state to deduct child support has been charged twice in the same month.
- 222. flex trans acct. wrong amt deducted
- 223. DENTAL INSURANCE COVERAGE AND PREMIUMS
- 224. They held out my Savings Bond payment but , I did not receive my bonds until I reported it
- 225. Calculation of Flexible Benefits for Health Expenses
- 226. My supervisor retired and there is no one in my division that can approve leave and time & attendance.
- 227. Exceptions
- 228. even though I requested sl, al was keyed and the system did not catch. caused me 3 days without pay
- 229. Time entered in system disappeared. It was caught and corrected in time for me to be paid.
- 230. The time I enter does not show up on my supervisors computer, timely.
- 231. longevity check was added to regular payroll check resulting in a much higher rate of income taxes being withheld
- 232. benefit claims
- 233. Flexible benefits is not showing up & is very delayed in being paid.
- 234. Travel Claim Issue
- 235. Disenrollment from health insurance - July 2008
- 236. In July 2008, we were dropped from our insurance program
- 237. Long term care (Med America) premium was not correct
- 238. Longevity overpayment, not paid on time
- 239. After entering time, sometimes the system will kick it out and it has to be re-entered.
- 240. I could not get my leave approved and by the time I did, I could not enter my time. Also I had leave approved two months prior and then I when I entered it on my time sheet I had an exception. Sometimes the approved leave just disappears.
- 241. Unable to delete a bank account manually, even though it's possible to add one manually.

## Employee Survey

- 242. Not enough room to describe all the problems, some problems still not resolved. Biggest problem is trying to find someone who can solve the problems. Still waiting for \$82.00 from Dec. 15. Nobody seems to want to look at it, and don'
- 243. Supervisor was unable to approve leave or timesheet.
- 244. Calculation of time used
- 245. On the timesheet screen, I have to enter many lines. About once a month, after inserting and filling out many lines, when 'submit' is performed, the system returns the screen with none of the new lines, therefore requiring re-entry. Also, I have to bill
- 246. Issues with the system recognizing time and or leave requests that have been entered. We are having to enter the same requests and time more that once on every cycle of payroll.
- 247. Delayed and incorrect processing of Flexible benefits reimbursements
- 248. My son son was born in sept I turned all the necessary paperwork within 10 days.Istarted recieving bills from the dr.s and hosp because of ins.denied them.It took somebody with Edison 2 1/2 months to add him!
- 249. Not exactly sure what month but one pay period my time did not take and had to be redone I think twice.
- 250. Deductions for bankruptcy court not posted for 3 months.
- 251. I had incorrect flexible spending account amounts.
- 252. Not placed in the correct field office or section
- 253. View/Print Payroll Check Stub in "Printer Friendly" Mode
- 254. Uneffective Training Practices, Poor System Management, Poor Communication, Ignorance of user population on work flow due to training or bugs in the system, Insurance coverage issues, deductions due to insurance problems
- 255. Co-owner of Savings bond was left off.
- 256. Paid for comp time instead of accumulating
- 257. Disenrollment from Dental Insurance
- 258. I am the time keeper for our division and did not have all the access to be able to enter the time at my desk.
- 259. number of dependents was wrong, removed beneficiaries from my information
- 260. have trouble getting into edison
- 261. keyed time disappearing, leave request keyed & approved but not recognized, very timeconsuming, fmal timesheets repeatedly refaxed or emailed.not enough backup people to approve time if sup is out.
- 262. took more than 10 days to process flex ben refund
- 263. Non-traditional work hours
- 264. travel reimbursement

## Employee Survey

- 265. leave requests disappear or become exceptions
- 266. Time that was entered and approved, disappeared.
- 267. After submitting to supervisor and he approves...it always disappears
- 268. Being 'lost' without a mgr to approve my time.
- 269. Does not show what we contribute to health insurance or 401K
- 270. Requirements changing often, usually after I already submitted claim.
- 271. Delayed receipt of Savings Bonds, POD left off of Savings Bonds when received, took a couple of months for POD to be included on Bonds
- 272. I was correctly paid my longevity in November 08. In February 09, it was erroneously paid again.
- 273. Edison forced the longevity check to be grouped with regular pay thereby causing an increased amount of taxes to be taken from the net amount received.
- 274. as a supervisor I have had difficulty approving time due to exceptions that I do not understand or edison skipping days of those I supervise
- 275. holiday time was not calculated as paid
- 276. date of my longevity date is always changing.
- 277. Incorrect Flex refund
- 278. The amount changes ex: pd 1-29;2-26 not the same--hard to understand the problem
- 279. employees I supervise have had a multitude of problems in all areas
- 280. Addition of newborn to insurance
- 281. entering time and approving time and leave requests
- 282. Flexible Benefits payments were not correct
- 283. roll over from annual to sick took several months
- 284. Edison implementation reduced my pay rate by less than \$1.00 per semi-monthly pay period.
- 285. I have to be enter in another department.
- 286. in wrong check
- 287. System keeps adding or subtracting hours from my timesheet
- 288. longevity bonus added into regular paycheck has reduced amount due to tax difference
- 289. not able to change dependent's name
- 290. Travel pay
- 291. Was off on leave, didn't have access to system, finally got supervisor to send me my number to get into Edison. During this time, I could not view paycheck or know when or if I was going to get a check because I was on sick bank.
- 292. sick time showed up missing eventually tracked down to sick bank

## Employee Survey

- 293. exception
- 294. Information regarding my beneficiaries not correct.
- 295. Pay check instead of direct deposit causing overdraft 2. Paid longevity twice and told before deposit made that there was a mistake on the payment end that I would have to correct
- 296. Owners of savings bonds were removed without written authorization from me.
- 297. Calculation of deduction of dental plan, (2) Calculation of deduction for Flexible Benefits, (3) Incorection information given to new Health Insurance provider.
- 298. Since December my net has been different each month and I do not know if there are problems.
- 299. On multiple occasions I have tried to request leave. It does not appear in my " view request" section and goes to the wrong supervisor for approval and for viewing
- 300. Non-supervised personnel showing up on managers approval list.
- 301. problems with life insurance rates
- 302. No manager tab key
- 303. Entered my time and it wasn't there the following days for my supervisor to approve
- 304. Sick Bank Enrollment
- 305. Took 3 months to receive flexible benefit payments
- 306. It had to do with edison and the sick leave bank.
- 307. The leave or OT request entered did not "show up" to be approved. It had to be re-entered several times.
- 308. I requested to use annual time and my comp time was taken.
- 309. unable to acess employees, data entry repeating itself, months old exceptions repeating themselves
- 310. I keyed my time but it it was not there for my supervisor to approve but then when I tried to put it in again, I was locked out and was not able to. Someone in Nashville had to fix it.
- 311. a flexible savings account dependent care reimbursement payment was scheduled to be deposited to my designated account by the State of TN. As a result of an inadvertent error, this payment amount was doubled when deposited into my account
- 312. Longevity and Sick Leave from previous employment at State have yet to of shown up in Edison.
- 313. I could not change my own 401K disbersment. If it is in the program for individual use, it should have worked.
- 314. FSA benefit reimbursements
- 315. with it time limits it interferes with other responsibilities

## Employee Survey

- 316. Problems with the flexible benefits not being paid because Edison does not maintain the contract for payments on my sons braces in the system like the old system did. It still takes longer to recieve payments than before.
- 317. I changed my name in Edison and it did not relay the information to STARS so my direct deposit of travel reimbursement stopped and I have been receiving paper checks since.
- 318. I submitted my reimbursement request for my flex benefits on February 11, 2009 and it was not processed until March 4, 2009.
- 319. travel claims not correct
- 320. Problems w/ entering info on day you are off bec of AL or SL
- 321. Time entries that are "saved" apparently are omitted forcing reentry.
- 322. paid longevity twice
- 323. Delayed payment of flex reimbursements
- 324. Approved payable time not showing as approved in Edison.
- 325. Schedule - I do not work M-F 8-4:30. Holidays and my schedule. Paycheck used to be the same each month - never the same amount. Put in sick time it took out comp. Put in comp it took out sick.
- 326. flexible benefit reimbursement overpayments and underpayments
- 327. I had problems being paid for travel. I email several people for three months before receiving money.
- 328. time submitted was unable to be found
- 329. I have issues even getting access to the program. I don't use it very often, and it keeps canceling my passwords. It is just too much trouble to work with it.
- 330. Prior service adjustments and sick and annual leave adjustments continue to be a problem.
- 331. I had some time without pay. The pay was not taken from the month it was reported. It showed up on later month's check, but it was very difficult to track what time deductions covered. This happened with sick leave too.
- 332. lost all beneficiary information attached to my payroll info
- 333. I have not recieved the back pay from my increase in pay. If it was it was never stated that it was the back pay. It is hard to read the pay stubs at times.
- 334. longevity less than before edison started. hit with child support for a nonexistant child
- 335. we was making more money by the hour, before edison
- 336. Are not allowed to use it and have to use the old method and then send it to another worker to enter it. It is a wast of my time and the other workers.
- 337. my beneficiaries keep disappearing. Can't access site
- 338. inaccurate info on flex benefits

## Employee Survey

- 339. Travel claims going not going to supervisor, but to someone outside of my department. Problem has existed for approximately two months and has not been corrected.
- 340. A change in a dependents name on insurance benefits
- 341. county of residence is wrong
- 342. could not access edison to view payroll for 4months after submitting request for password a dozen times!
- 343. My mileage compensation is going to the wrong account even after it has been updated in Edison.
- 344. incorrect info entered could not enter password
- 345. Stated I worked 1 hr when I had worked 7.5 hrs
- 346. After entering a weeks time, all the entered time disappeared when the Submit button was clicked. I had to re-enter all the time.
- 347. My one day was supposed to come out of my sick time 6 months ago. They have not taken it yet.
- 348. Travel expense reports returned...help site was down
- 349. beneficiary information not added to retirement information.
- 350. travel claim sent back without any email notice
- 351. Flex Benefits were wrong
- 352. My life insurance beneficiary information is incorrect.
- 353. The system still has the incorrect employees listed for me. I have repeatedly tried to get the correct employees listed that I supervise.
- 354. Flexible Benefits not deducted at first of year
- 355. no scheduled hours ever showed on my profile;I entered my time and recvd error
- 356. I was unable to enter leave and time information;Edison would not accept the information. My task profile was changed which changed budget code information.
- 357. Insurance plan changed Jan 1. My wife and I are both State Employees. She carries our children as dependents. I have "single" coverage. It ended up with the children on my policy instead of hers. That has since been corrected.
- 358. Still do not have all my employees listed under me.
- 359. I made a change to my W2 and received a paper check, not my direct deposit. This could have caused problems with auto drafts from the account
- 360. Time Entry
- 361. They decided to divide my monthly flexible benefits by 24.
- 362. Proof of Death Beneficiary on Saving Bonds was not carried into Edison and there is no record in Mgt Services.
- 363. can,t get into Edison.My password is always disabled.

## Employee Survey

- 364. shown as married after divorced 10 years, no beneficiary info
- 365. I was unable to access Edison from home ( I travel frequently with my position) and I was late submitting my time one week
- 366. Data capture for hours entered will not register and must be approved
- 367. As a fellow office manager, I was helping others with sick leave bank enrollment; they had to sit on their leave for a long time. Also, our sick and annual leave balances are not added quickly enough. Also, when I go in to approve timesheets, they're gone
- 368. Birthdate was incorrect and it prevented health services.
- 369. Edison keeps deleting either time or leave after it has been entered
- 370. I changed w-4, got confirmation from Edison of the change. But my check did not reflect the change.
- 371. flexible benefit paid twice
- 372. Entered time and then it was not there and had to re-enter
- 373. Unable to access and print the 'printer' version of my paycheck
- 374. A deduction for savings bond are taken from my salary and I did not receive these bonds for several months although the State did deduct the funds. Not resolved for 5 months.
- 375. My housing allotment was not correctly entered. In terms of the other areas listed above, I haven't had time to check to see if the entries were correct.
- 376. The amount of time required to figure time, key time, and the deadlines involved.
- 377. Edison did not deduct benefit premiums from my pay check for health insurance on two separate occasions, unbeknown to me, and I received a letter from BA stating that I needed to pay close to \$300 within a few days or my health insurance would cancel. That
- 378. Error due to sick leave not accepted. Problem corrected.
- 379. Entered time has disappeared after being entered
- 380. time admin. did not run when scheduled
- 381. Unable to access information on system
- 382. Dental Insurance Deducted from Check but F/A sent a letter stating that it had not been paid and that I owed them the payments
- 383. MOD time not correctly calculated/entered
- 384. Extra steps involved in entering pay and or approving pay. For example when I entered an action it would not show up on Edison until the next update ran. This became very confusing at times. Also we need backups for so if a timesheet approver is absent
- 385. problems of time approval and expenses
- 386. Log-in Issues
- 387. someone's else's child was put on my number as a dependent and my insurance type was changed to ppo family from single split



## Employee Survey

- 388. Started receiving PPO Medical estimates at work address.
- 389. Completed & Submitted Time - Supervisor unable to see and approve
- 390. I guess it was more of my fault, forgot to submit time when the pay period fell in the middle of the week. I had to go through a lot of steps to just get that corrected I thought was un-called for.
- 391. Flex benefits paid to savings account in the credit union instead of being mailed by check to me
- 392. If I have to put time down over 7.5 hours or for a Saturday/Sunday I get an error. Most weeks I can't predict overtime so I don't ask for overtime.
- 393. I was listed in the wrong department since Edison began. My timekeeper was not able to enter my time and had to forward to someone else. Only recently was my department information corrected.
- 394. Annual stipend due on Dec. mid-month check not paid until end of Feb. because Edison kept kicking it out as "an exception"
- 395. Accessing System
- 396. They forgot to discontinue my parking reduction even though the form requesting discontinuance was sent in at the end of March.
- 397. time off requested & submitted disappears; sometimes I have to request the time more than 1 or 2 or 3 times
- 398. I was paid out of a budget that I do not work under
- 399. System kept saying that I had not keyed my time, when I actually had and my supervisor had approved it.
- 400. Original start date is incorrect. I have requested a correction to no avail. As a power user, I also see many of the issues others experience.
- 401. Employees have not been adequately instructed on how & when to enter/approve time in Edison. Also, our dept. receives an exception report, but the employees on the list has entered their time correctly, so it should not be an exception.
- 402. Re-entry two and three times for time entries. Information lost and not every recovered.
- 403. PAYCHECK IS NEVER THE SAME AMOUNT OF BRING HOME MONEY. LONGIVITY SHOULD NOT BE INCLUDED IN REGULAR PAYCHECK.
- 404. Problem with service time
- 405. I was deducted \$410 for insurance premium, and shouldve only been deducted \$110.
- 406. cannot do personal additions to Edison and it does not show all items that a user should see in this all things for all users property
- 407. flexible benefits were not paid timely
- 408. Not retaining time entries, misapplying sick and annual time, incorrect bank account number

## Employee Survey

- 409. My initial W4 information was incorrect
- 410. The wrong race is listed, my hire date is wrong.
- 411. Benefits not taken out of paycheck when I enrolled, so I couldn't use my health insurance for an entire month.
- 412. Enrolled/paid for wrong insurance-- deducted canceled dental premiums
- 413. I made a mistake when I tried to do daily time and there is no way to erase and redo.
- 414. Blind employees phoned me with no access to the system and what should they do?
- 415. Expense check was delayed due to out of state location not calculating the correct mileage for March. April has not been corrected as of yet.
- 416. When I entered request for leave I coded it incorrectly. I could not make the correction and had to seek assistance from HR to correct.
- 417. I wanted to add a beneficiary to my life insurance and I never got it done it wouldn't let me do it.
- 418. STILL DON'T UNDERSTAND IF IM SALARIED, WHY THEY PUT A HRLY RATE ON MY CHECK
- 419. My vacation time was rolled over to sick time prior to my anniversary date.
- 420. pay is less from the old system! when overtime everyone complains that they have not been paid the right amount.
- 421. Data entry is extremely awkward and unreliable, since the system must "run" between entries, staff member spend an inordinate amount of time trying to please the system. Time entered appears, and disappears. I cannot approve or see the time of all of my
- 422. time did not appear on supervisors's website
- 423. seems the system is not always accessible.
- 424. can view or print payroll info.
- 425. Feb- double payment of Flex paid to me, I had to pay it back. IN April I started getting notification of payments from January and February over again. The payments weren't duplicated- they just kept notifying me of payments paid months ago.
- 426. can not find it at all nu 2 you have 2 more screen to go though if you want more just ask
- 427. when entering overtime or leave have 2 do 3-4-5 times
- 428. Did not accept my change of number of deductions
- 429. Ongoing problem with payroll entered not showing up and having to be entered over and over again
- 430. There is a problem nearly every pay period. My entered time has just disappeared for no apparent reason, & I have had to re-enter it several times. Previously approved time has also just become unapproved for no apparent reason without warning or cause.
- 431. longevity pay was moved forward from May to June

## Employee Survey

- 432. I'm a timekeeper. There have been mysterious exceptions for weekend days or holidays when no time was worked, mysterious codes that remove hours only to add them back in, mistakes in personal profile info, and a complete disruption to time keeping...
- 433. system is not kept up to date, entries do not show up, asking for time off is duplicate work
- 434. some balances were no longer on the sheet
- 435. system goes down
- 436. Savings Bond Beneficiary was dropped by Edison
- 437. time submitted has been "lost" at least twice
- 438. did not take week submitted... Supervisor had to resubmit
- 439. Keying any time other than 7.5 presents a problem and can lead to exceptions that require assistance from timekeeper and/or supervisor. Unresolved calculation of overtime when we changed from data capture to edison.
- 440. Once entered, payable time & leave req approval can just disappear
- 441. my flexible benefits - Transportation account had 2 problems
- 442. My leave was incorrect and then my hours were off.
- 443. Flex Benefits reimbursement much delayed
- 444. Leave requests cannot be altered once submitted, but not yet approved.
- 445. Enter time in Edison, it accepted time, get call from supervisor that time had not been entered on certain days, had to reenter time, sometimes had to re-enter twice before it would keep it.
- 446. The process for entering time is unwieldy. It isn't worth the amount of time involved to enter time or to figure out if my leave balances are correct. Longevity was several hundred dollars less than previous several years, which means that my budget was s
- 447. incorrect dental premium deducted
- 448. When keying in time the system may not show - how to redo it again.
- 449. 1-The DoL HR people are unable to correctly deal with SLB pay. 2-after time has been approved, at least one day a pay period jumps back into unapproved mode and has to be corrected.
- 450. Dependent care disenrollment, i.e.- continued deducting 2008 amount instead of disenrolling
- 451. My local supervisor has been unable to review and approve my time. Additionally, Edison has incorrectly reported time worked and sick leave on the time reporting module.
- 452. can not print check stub from my work PC

## Employee Survey

- 453. The accrual of leave is not accurate by the end of the month you should have your balance with what was accrued in annual and sick - that is not happening. We have always accrued after you work the major portion of the month plus .1 - that is not hap...
- 454. I am an approver for time and it sure takes me a lot longer to get staff time approved for payroll.
- 455. A different amount is direct deposited into my banking amount, even when all deductions are the same.
- 456. Sick bank leave wasn't registered,
- 457. Expense Report Denied- Code not Correct
- 458. Edition did not show correct deduction to credit union
- 459. It was just the wrong address when it was first started for my place of employment. It was changed.
- 460. Several error messages associated with entering sick leave
- 461. Getting employees to show up on the screen so I can approve their time. Also, it does not "roll-up" to the supervisor automatically like we were informed it would.
- 462. Savings Bond issues; wouldn't know about calculations!
- 463. Unusual delay in deposit of insurance reimbursement
- 464. unable to access edison,late payment
- 465. Edison did not show that I had health insurance coverage after 30 day waiting period
- 466. No one has the answers to my questions
- 467. I assumed higher administrative duties in September but have still not been able to assume the position because of problems with NeoGov.
- 468. My personal information shows I'm status as Married, however I'm not married.
- 469. system would not allow for application for other positions of employment, problematic
- 470. there is a link to request W2. Apparently, it is inactive. It needs to be disabled. Payroll helpline is a joke. They told me lots of people had same problem but link is still there. Leave balances not computed in a timely manner.
- 471. a lot of the times I would be keying and it would disappear and gateway would come up and I would have lost all information
- 472. Payment time for flexible spending account---medical
- 473. Report to groups are not aligned to the appropriate supervisory staff.
- 474. We were told to submit our time prior to the end of the week for the entire week. then we were later told that we had to redo the time, because it was a split week. this resulted in a lot of confusion- supervisors had to get help to approve the time.
- 475. adding dependents
- 476. My Flexible Benefits were not being processed properly.

## Employee Survey

- 477. problems with submitting/approving time and later the time is not there. We have staff here that their supervisors can't even see to approve.
- 478. Submitted time for the week several different times. Edison said time was submitted but Fs-1 said it had not been. I even had printed showing what I submitted was successful but it never went through.
- 479. purchase of savings bonds
- 480. My supervisor could not see my leave requests or hours submitted; and therefore could not approve them.
- 481. Edison does not always keep leave requests and time entered in the system causing exceptions and wasted time because we have to key the information back in Edison.
- 482. Have to approve time for supervisors that cannot access their employees
- 483. Plans to not pay me for 2 weeks
- 484. time entered disappeared or showed up in other departments.
- 485. I was reimbursed more than my max annual contribution to flex benefits.
- 486. No detail available on Edison of Flexible Benefits paid...only totals available.
- 487. I have been trying to get my status changed from Married to single for two years now.
- 488. multiple computer sheets for the same time period with dates only a couple of days different from each other
- 489. Removing supervisory duties from my section
- 490. time being submitted and disappearing; we have someone under us who does not work for us and have been told to blindly approve
- 491. saving bonds were four months late had not ever happened before.
- 492. I have not experienced issues with my personal benefits. My issues deal with the "reports to" in the beginning did not list the staff I actually supervised.
- 493. Requests for leave disappearing after submittal. Request for overtime disappearing.
- 494. Each pay period the amount that I place in my savings account appears to be deducted twice from my salary.
- 495. unable to get into the edison site
- 496. it shows me having no beneficiary and won't let me fix it?
- 497. Issue#1 did not pay fall 2008 tn air nat guard tuition assistance until april 2009 Issue#2 my husband has not rec'd his overtime pay for 6 months
- 498. Times entered, but do not show up
- 499. Issues with the timesheet submitted causing "exceptions"
- 500. Capturing approve time
- 501. Determination of the amount that is direct deposited to my bank account
- 502. difficulty adding my new-born in my insurance.

## Employee Survey

- 503. leave request/approval disappeared-had to re-enter
- 504. Calculation of repayment of overpayment of longevity
- 505. My travel pay was one that forwarded to the wrong person for approval.
- 506. Not having all direct reports assigned to me in Edison. Information not accessible for those in management.
- 507. switching bank accts
- 508. Error in type of leave requested
- 509. I wanted to see my additional term life benefits for both me and my husband. That information was not available through Edison. I contacted my HR insurance contact. I was informed that the piece of benefit information I had requested was not available.
- 510. A contract person was assigned to approve my March and April expense claims as first approver. It took 2 weeks to get the process started in March. In April the person's name is still on there but my colleague in Nashville was reassigned & approved it.
- 511. There was a duplicate deposit made to my checking account for a flexible benefits claim.
- 512. I could not approve time/leave/OT for the employees I supervise
- 513. the system keeps kicking my time out after it has been put in
- 514. Leave slips entered; or time entered disappears
- 515. i get a check and my mileage check was deposited in my credit union account instead of being mailed to my home.
- 516. Enrollment in Dental Insurance
- 517. Did not deduct my flexible benefits.
- 518. My work scheduled hours were blank and grayed out, I could not enter my time when I needed to enter my time, after I entered time it would not show as being entered, and I got messages that none of the power users understood.
- 519. Payment out of wrong Department - 1 month so far.....
- 520. Wrong supervisor set to approve 2. Unable to apply leave days despite having several leave days to use 3. Unable to request W-2 form, not notified of this problem
- 521. In the month of November my longevity payment was not consistent with payments from years past. The system appeared to have taken about one third of payment for taxes.
- 522. I put in the wrong code for annual leave.
- 523. after time is entered, it takes forever for it to run, so it can then be approved.
- 524. 1 time deduction taken out twice
- 525. Longevity seems double-taxed... rc'vd less than last year
- 526. completing travel time and food allowance. The claim was not accepted but I did not receive any notification of the denial.

## Employee Survey

- 527. I had time submitted disappear, leave requests made disappear, time approved... turn out not approved, program freeze up and not able to enter anything thru edison.
- 528. There was a problem with my savings bond deduction.
- 529. Flex Reimbursement incorrect and not in a timely manner
- 530. 5 times my expense report has been returned. Appears they can't find the original.
- 531. Double deduction of premium due to removing ex spouse finally on 2/4/09 after sending paperwork downtown 3 times since August of 2008.
- 532. Transfer of data
- 533. Leave balances are usually different from my calculations; Other = Chap.13 incorrect amount is being taken out in spite of my attorney's letters to Payroll.
- 534. delay in joining sick bank due to edison issues
- 535. EDISON can not keep track of COMP and ANNUAL time correctly on a monthly pay cycle because we are paid current.
- 536. Beneficiaries aren't listed
- 537. Getting appropriate supervisor set up to approve time
- 538. In September, my check was mailed to me, rather than direct deposited. I didn't know this was going to happen. In April, I received a link that I needed to acknowledge my job plan but everytime I try to do that, it says I'm not authorized to view it.
- 539. Edison continues to change schedule days off after they have been entered and approved.
- 540. My supervisor was unable to access my information to approve my time. I had to email requests to supervisor, wait for a response then forward all the information to the person who could approve my time even though that person was not my supervisor. Th
- 541. Time I enter does not always get posted or disappears.
- 542. Both times I had entered and submit my time at the end of the work week, but on Monday it would not show to be submitted
- 543. I visited my HR to change my name and marital status in December 2008..it has not been changed on all parts of the Edison system.
- 544. Leave must be entered early on pay day. Need to be able to have at least one day after pay day to enter time. Also, takes overnight to show up; and always wrong.
- 545. This system requires more time and effort when entering data, than the previous system.
- 546. It took a couple of weeks to identify and remove an exception for time that had been recorded.
- 547. Two days of approved time for the Good Friday Holiday were dropped from the system.Problem fixed before impacting payroll.
- 548. Time entered was not displayed to manager
- 549. They took out additional taxes

## Employee Survey

- 550. Leave issues, overpayment of longevity, cutoff dates for Time Administration to run, printing issues, entering leave & overtime requests several times to correct exceptions, scheduled maintenance downtime during peak periods of payroll cutoff dates.
- 551. Flexible benefits withholding and reimbursement.
- 552. Hire date and rehire dates same (Hire date listed incorrectly) Also, all time credited to retirement not listed correctly. Marital status incorrect.
- 553. Employee was improperly paid.
- 554. Calculations are very hard to understand
- 555. wrong supervisor
- 556. Although I have never worked in Madison County, Edison shows that as my place of employment. My time sheet must be faxed there every time for submission. Although I am paid semi-monthly, I must submit a timesheet every week and on weeks when pay periods
- 557. As supervisor employees under my supervision are listed incorrectly. In addition a person who has been rehired has had to have special efforts made by HR staff and others to have salary/check issues every pay period and problem still not resolved.
- 558. We need one password instead of all the changing .
- 559. annual leave & sick leave did not match my figures. Leave requested not showing up on system
- 560. Expense payment notifications
- 561. HELD MONEY OUT FOR SAVINGS BOND DID NOT RECEIVE
- 562. System does not operate properly. False exceptions, time does not report as keyed, slow approval, T+A does not run on time, etc..
- 563. Flexible Benefits for Parking were not entered in January as requested.
- 564. As a time administrator/approver I am frustrated with 'Edison math' - no one can explain why the payable time to be approved doesn't always match the total hours reported on the time sheet (normally 1 less hour). Security access seems to change without r
- 565. One of my flexible benefits withdrawals was not taken when it should have been, which has resulted in all of my future withdrawals being taken out at a higher amount.
- 566. Payment was not sent to where it was supposed to be sent on time.
- 567. Time has had exceptions that were the systems fault.
- 568. Time had to be entered multiple times. Times entered are not what appears to be approved. Flexible benefits component is not accurate and has no Transportation/Parking component.
- 569. payment of longevity twice -- recoupment being done
- 570. Savings Bond was deducted but did not receive bond first 2 months Edison was implemented



## Employee Survey

- 571. Time, leave and overtime requests disappeared
- 572. My longevity day was showing up for 2010 instead of the current year when it is due. Which is now.
- 573. ENTERING TIME AND IT BEING REFLECTED BY THE APPOINTED SUPERVISOR FOR APPROVAL
- 574. time administration not clearing problems when it runs.
- 575. I updated my personal information to put a home and a mailing address where I only had a mailing address previously. The system notified all third parties that I had changed address (I've had the same mailing address for 20+ years) and mail was misrouted
- 576. Saving Bond money that was deducted from check was not forwarded to the proper place and bonds were delayed by months. 2) Longevity being combined with regular paycheck has causes taxes taken out of longevity to increase drastically.
- 577. Flexible benefits have been reduced and/or delayed for reimbursement.
- 578. In Jan. and Feb., 09, there was a deduction on my paychecks for dental insurance. I have never had dental insurance with the state. The amount was \$37.....each month.
- 579. I could not get into the system initially; could not use the password set up. When I tried to complain to the set up telephone number in Nashville, the staff here could not give it to me initially. When I finally got a # the answerer was bluntly rude
- 580. It would not show my hours worked as if I had never entered my time. Overall the program requires more time than I've ever spent before.
- 581. system is difficult to understand and difficult to use
- 582. there is a numeric character in my middle name which has been a problem when it comes to cashing checks that are not direct deposited.
- 583. The system did not allow the proper entry of different schedules. It took several months for this to be corrected. Why this never affected my payroll it did cause much confusion and frustration on the part of myself and my supervisor.
- 584. After entering my time & it was approved, my name appeared on a Not Approved list.
- 585. The time entered is not held in the system. I may have document proof I entered the info but it won't be there. That's one thing. The system doesn't appear to allow you to submit OT or Leave Requests outside of the current month, ....
- 586. I have not received my EE U.S. Savings for the periods listed above. The deductions for these bonds have been made, but I have not received them.
- 587. Approvals become unapproved mysteriously also the system does not update at lunch time as stated in training. Sometimes it does not even update over night.
- 588. Would like to know why some employees pay--- cut \$1.14 an hour when Edison started? That adds up to a lot of money.
- 589. My FS1 can not approve my leave request on Edison. In fact, I do not even show up as an employee. I now have to email my leave request to my FS1, he then approves the leave

## Employee Survey

- request by email & then the email has to be sent to [NAME REDACTED] & she approves on E
590. Time was entered, submitted and approved and then at a later time completely vanished from the system and had to be resubmitted.
591. Extra money taken out for taxes
592. Check was not deposited!
593. I had changed my banking information not knowing that I entered the wrong number
594. always seems to have a glitch or it did not take.
595. understanding codes/abbreviations
596. I cannot remove a bank account from direct deposit, I am closing the account.
597. confusion relating to time lag between putting things in and them showing up ... what is going on with the flexible benefits program has been especially confusing
598. calculation of flexible benefits deductions
599. Notification of flexible benefits doubled
600. More taxes were taken out of my longevity pay this year than last year due to the new edison program.
601. Problem #1. Longevity overpayment, Problem #2. Edison changed my birthday thus causing my insurance to not cover medicine and surgical expenses . I have straightened it out 3 times.
602. No code for military leave
603. double payment of flex benefits medical reimbursement claim
604. My wife should have been enrolled on my dental plan and was not the ticket has been in Edison for almost two weeks to fix but has not yet been resolved.
605. too numerous to list!
606. my IRS garnishment went into another [NAME REDACTED]'s IRS account
607. Insurance changes were not change and I was over charged. When it was brought to their attention it has taken close to four month's to resolve issue. I was told 4/29/09 that I should see a conclusion to this issue two day's after 4/30/09 pay day.
608. I work on a base salary without overtime or any other compensation for additioanl hours worked. In our previous system my checked were the same for each pay period until I would reach maximum contributions. Now each payroll is different.
609. RE: Flexible benefit amounts are not up to date
610. do not have time keeping capabilities.
611. Negative payable time appears after time entry and time admin has run for no apparent reason
612. PROBLEMS WITH ENTRY OF EXPENSE REIMBURSEMENT ITEMS

## Employee Survey

- 613. time entered disappeared and had to be redone- also won't on occasion will not let me enter more than five lines on a given for different grant codes
- 614. I entered time, but the system lost the record of it, so I had to enter it again.
- 615. My wifes name was left off the bonds purchased through Payroll deductions.
- 616. didn't receive reimbursement from flexible benefits program
- 617. This program is not user friendly, does not give an up-to-date leave balance and the pay stub is not easily understood. Plus, I do not like having my longevity check added to my payroll check as more taxes will be deducted.
- 618. Received hard check for last two travel claims.
- 619. Edson change my date of birth
- 620. Supervisor does not have access to my information & therefore cannot review/ approve my time. Several others have the same problem.
- 621. christmas club deduction was dropped when we went to edison
- 622. Supervisors were having problems approving payable time
- 623. My travel expense goes to [NAME REDACTED] instead of [NAME REDACTED], and It doesn't allow me to do a point to point entry.
- 624. Was not on any approval list in the state
- 625. Having to re-enter time frequently because Edison program doesnt except
- 626. Notification of flex benefits payment was emailed to another person in my department. The email address listed in my profile was not mine.
- 627. payment being deducted from pay check but is being sent to bankruptcy court on time
- 628. Timesheets not scanned to Nashville
- 629. before Edison I had a portion of my check designated to go into savings Now I have my paycheck with that deduction deposited into checking but the portion that is to go to savings also goes into checking. Edison says not their fault credit union says it is
- 630. no access to adjust my 401K contribution
- 631. Direct deposit was cancelled for no reason, causing paper checks for several weeks.
- 632. Time worked and entered were not showing as having been entered.
- 633. flexible benefits reimbursement not received and /or very late.
- 634. OT was done as comp. and Edison changed it to pay. I have tried several times to change it back but it still has not been done.
- 635. Did not receive my US Savings Bonds for these 2 months in a timely manner, yet the amount was deducted from my check for the bonds each of those months.
- 636. inputs deleted, request not processing, sytem shutdowns, T&L not running according to schedule, T&L locking up or taking hours to run, and many other problems.
- 637. Will not let me enter my beneficiaries

## Employee Survey

- 638. (1)after changing amount being into taken out of check for savings at credit union I received a paper check which I had not expected/ (2)one time found that unknown to me my time had been entered incorrectly by a power user located at another office
- 639. Mileage not direct deposited due to "glitch in Edison". January mileage was lost completely and did not receive until April!!!
- 640. Exceptions for weekend days; Split weeks creating exceptions;
- 641. Travel. Training was for someone wanting to go to Chicago. Duh. Didn't even come close to real life.
- 642. Was paid for a holiday though I am part-time
- 643. Flexible benefits, very slow reimbursement compared to last year.
- 644. my son was not added to the life insurance as a dependent
- 645. The cut off dates were so early that we had to guess when we would be working, how much OT, if we were going to be out or not.It caused a lot of issues trying to get everything right.
- 646. garnishment not paid to court on time
- 647. Leave requests apparently keyed in and approved, disappeared.
- 648. requesting leave
- 649. Improper computation of flexible benefits withholdings.
- 650. I may have all of the above problems but an audit of that information for me would have to be conducted by the human resources office for me to know. I count on the State to keep track of this information and to make sure its right.
- 651. Hours worked did not agree with the balances reported by \$1 and numerous adjustments were presented on the system for the adjustment of this balance
- 652. paid longevity twice
- 653. unable to get full print out of payroll -cuts \$ off and amts.
- 654. make less now than before edison
- 655. I wanted to terminate my 401K deduction. Called several people and found out had to do this on Edison. Had to call the Help Desk for the process and there no indication on Edison that the change was accepted. Had to repeat phone calls.
- 656. Withheld dental premium when I wasn't signed up for dental ins. Also, deducted for Cigna one month and then back to Blue Cross the next month.
- 657. 1st check was for 1 week instead of one month; health, dental and life deducted twice for March, overpaid in April
- 658. i have a problem printing my pay stub on Eidson and it's every time i try to print it.
- 659. Problems seeing my time approved
- 660. System not suitable for monthly payroll

## Employee Survey

- 661. I want to receive a separate check, as before, on longevity. It's not fair to add the amount to regular payroll check because more is taken out for taxes and I receive less money. 2. My payroll check produced by Edison is difficult to understand.
- 662. U.S. Savings Bonds were not sent
- 663. I approve time for my staff, every month, Edison is missing time that has been entered and has to be entered again
- 664. Do not understand the new system.
- 665. did not pick up my flex plan
- 666. Deducted 2008 amount for dependant care flexible benefits even though I did not elect any dependent care taken out for 2009.
- 667. could not get password to work.
- 668. Only \$.01 was deducted for Flexible Benefits instead of \$150
- 669. Addition of new family member
- 670. Increased fed withholding. Never received notification that the trasaction copleted. However, my proxy did recieve this. I informed EDdison of what I consider to be a breach of security. They blames it on the initial set up of my information.
- 671. end of year calculations were deleted for new year
- 672. edison has never performed "step down" procedures as promised. timekeepers/superusers were promised from edisons inception there would be no more rescheduling of time.This has proven to be false. Countless times we have entered time/leave requests and the
- 673. I was also disenrolled from supplemental insurance coverage when F&A Benefits Admininstration mass updated their files preparing for Edsion Upload
- 674. Ignored enrollment in dental insurance program
- 675. US Savings Bonds usually issued monthly were delayed for 3 months
- 676. Incorrect hours for selected dates
- 677. Edison does not run on schedule
- 678. I had approved leave show up that I didn't request and my supervisor didn't approve. 2. I have submitted time on multiple occasions that disappeared so I had to reenter it.
- 679. A deduction was made in erroe.
- 680. I entered my time and it mysteriously disappeared.
- 681. No access to previous year totals if paycheck was not printed immediately at year end.
- 682. YTD totals on check did not add up correctly when converted
- 683. duplicate deposit from my flexible spending account
- 684. The component doesn't work as the Edison people said it would. The system doesn't roll up to supervisors. The system takes 10 times more entry time to enter and approve. The calculation of the taxes is outrageous on our longevity.

## Employee Survey

- 685. Unable to access unapproved time for future days - known issues I assume. Leave requests disappear after being approved. If someone submits a leave request, but does not take the leave, an exception is not flagged.
- 686. unable to type in who I wanted for insurance beneficiary
- 687. changed my disbursement amounts to checking/savings accounts and was issued a paper check. My bank is 20 miles away, so I had to make a trip to deposit my check. I did not understand that if I changed that information, it would issue a paper check to
- 688. On December 1st 2008 my pay rate was 'supposed' to change but it did not. and for several pay periods they kept saying 'we're working on it' and 2 and a half months later they finally fixed it then it took another month or more to get my back-pay.
- 689. pay check added to some elses account
- 690. time or OT requests properly entered and saved were lost requiring multiple entries of the same information; my beneficiary information was lost in the transfer of information and still has not been resolved
- 691. time is different from before and no one can explain why
- 692. Time submitted and accepted by the system disappears and supervisor cannot approve and I have to re-submit most of the time
- 693. Travel Pay
- 694. Edison whould not allow my supervisor to approve my time
- 695. I was enrolled in the transportation flexible spending account to ride the train. They took out the first deduction and then I disenrolled as I stopped riding the train. They skipped a payperiod and then took out another deduction with an additional \$2.50
- 696. always problems with system being up and ready
- 697. entered time disappearing and having to be re-entered
- 698. I entered my time but it did not take. (Also happened when submitting an email address update.) Was told I probably did not notice it hadn't gone through & that that happens "when there are too many people using the system."
- 699. Time entered for regular hours worked does not always compute and has to be re-entered.
- 700. Direct Deposit information, was not entered, I had to it
- 701. loosing time and loosing leave
- 702. An employee assigned to my department has never been included in the work group. Staff input data into the system, but when I go in to approve, it is not there. Travel for staff was approved by me, fowarded not paid promptly.
- 703. May - Time reported changes in system. Add entries and they drop out later.
- 704. Bond deduction was taken but bond not received
- 705. recvd check and I was set up for direct deposit.
- 706. edison has me listed as married in my personal information

## Employee Survey

- 707. travel claim delayed; finally called by someone and asked to resubmit information that had already been sent; was told that no one was available earlier in the process to ensure that all information reviewed and processed
- 708. difficulty finding information\lack of clarity & too confusing
- 709. Difficulty in clearing exceptions to pay employees
- 710. benefits not entered timely
- 711. On 01-28-09 I recieved an over payment of my Flex Transportation Account (was suppose to recieve \$55.00 and got \$110.00 which I repaid immediately). I didn't recieve another reimbursement till after 03-16-09.
- 712. receiving my deceased husband's salary, sick leave, and annual leave. He was a state employee.
- 713. check was not direct deposited even though I did everything that the newsletter instructed me to do. This caused me problems trying to get my check into the bank to cover my bills
- 714. CAN NOT GET INTO EDISON
- 715. Personal Information. Children dropped off medical and dental. Anniversary date. Marital date.
- 716. Had me on leave with pay is since October....NOT
- 717. difficulty using new reimbursement on Edison.
- 718. annual leave was to be restored as of August 08; not yet completed
- 719. US Bonds were issued late. My account ID had to be reset twice.
- 720. dependent not shown as benefeciary
- 721. Adding spouse to health and dental and switching dental insurance during enrollment.
- 722. Was unable to enter time due to split week.
- 723. problems with payments from flex plan
- 724. List of some benefits for dependents not in Edison
- 725. Travel and medical re-imbursement was sent to credit union account without my consent.
- 726. Being directly connected with my supervisor and the TaskGroup Profile number that I was to be using
- 727. deduction for flexible benefits that I was not enrolled in
- 728. changing direct deposit information
- 729. i was paid overtime instead of earning comp
- 730. Charity Fund was never deducted
- 731. Se note below. It messed up deductions through bank.
- 732. took out 2 months health ins and a dental that was cancelled 4 months ago

## Employee Survey

- 733. My leave was being approved by someone other than my supervisor because he was not listed. Now no supervisor is listed to approve my leave. It is approved by a person in a regional office after I call to notify of the leave, in order to avoid an exception
- 734. High level exceptions spontaneously appear for no apparent reason, preventing correct time available for approval.
- 735. employees that I supervise being given "exception" messages that are related to days in which they are to scheduled to work
- 736. Problem with timely flexible benefit reimbursements; also overpayment of reimbursement in Feb.
- 737. I did not receive my w-2, had to call and request it.
- 738. continuing issue of non-recognition of password/user name
- 739. My supervisor can not approve my time.
- 740. Member of sick bank - not accurate date of enrollment
- 741. Money owed to me for work, but not paid timely
- 742. One pay period my flexible benefits deduction was not taken out so my future deductions have to be adjusted.
- 743. Travel expense check being sent via mail instead of direct deposit.
- 744. Overtime and leave request not showing up after being requested.
- 745. W-4 filing status changed to tax exempt, and no body can explain how!
- 746. Could not access information on my beneficiaries or make changes
- 747. Got a paper check instead of get direct deposit after change amount to be put in Saving saving account
- 748. I entered my time, but it did not show up on my supervisor's edison account.
- 749. Travel Voucher
- 750. Dependent care reimbursement under flexible benefit plan
- 751. My insurance was not taken out of my check and I had pay manually until April
- 752. FSA Accounts were not deducted properly
- 753. Reporting time is more work than a paper trail - extremely laborious and time consuming
- 754. System lost payable time for employees after it had been submitted and approved.
- 755. Time approvals and submittals not registered in system. Actions not running as scheduled. Inability to access system.
- 756. I entered in my time, but later it did not reflect the entry that I had made. If it would not have been caught I would not have gotten paid for 1 week.
- 757. No explanation of Fort Dearborn split from Health Insurance - how and when Beneficiary Information can be changed in Edison - afraid to do anything but enter straight time for fear of not being paid or getting a paper check



## Employee Survey

- 758. Supervisor has told me not to report the time actually worked, but to put down 8:00 to 4:30 even though the time actually worked was 7:15 to 3:45. I have to sign the Edison sheet saying I worked 8:00 to 4:30.
- 759. Calculation of life insurance
- 760. paid longevity twice
- 761. I went into the Hospital and I had the time. My annual time was used which was correct but it didn't pickup my sick time. It looked like I was going without time. I had to wait a whole month to get my money back. It was a bad time since I just got out of
- 762. Dependent insurance benefits not listed
- 763. Did not take out flex benefits properly so therefore more is taken out monthly due to your mistake
- 764. budget coding was dropped from EDISON
- 765. Submitted time did not appear for approver
- 766. Could not end a savings deduction without going through Personnel
- 767. I have trouble with employees time and also I have problems with personal information. Personal information was entered at the begining but has disapeared. I have been told that it is there I just cannot see it when I pull it up.
- 768. Overtime request entered and approved disappeared
- 769. Overtime pay is calculated different. None of the nursing staff were informed of this new procedure.
- 770. pay raise
- 771. Supervisor could not access my records for approval
- 772. Not enough trainig
- 773. I had to contact help desk, then another benefits person at HR (iirc), and yet third party before getting the calculation chart for deferring the maximum amount of my longevity pay.Beneficiary errors 8/09.FlexSpending rollover amt. problem 4/09 .
- 774. Leave and overtime request keyed but got lost in system.
- 775. personal information was not properly entered according to my employment application (marital status and education level); I am a new employee hired around March 5, 2009.
- 776. I would enter my time and submit and then be informed that I had not submitted my time.
- 777. not trained to use
- 778. could not get me assigned so my supervisor could approve my time
- 779. Rollover date of annual to sick leave changed w/o notice
- 780. Entering time, cannot delete leave requests

## Employee Survey

- 781. my insurance was not closed out and I never received back payment for extra insurance taken out after it should have been closed effective in nov 2008 I was still paying on the insurance through my check in dec 2008
- 782. cant figure pay correctly/not getting
- 783. Was supposed to be transferred and wasn't showing up on anyone's list in edison
- 784. Misunderstanding on how to key time for split workweek.
- 785. No beneficiary information was listed.
- 786. recieved a letter of unemployment
- 787. Taking out TAEA dues
- 788. Edison fields were not populated and time could not be entered. No one at the Help Desk could help. They didn't know how to fix it.
- 789. Dual service contract payment took 3 months instead of the former turnaround of 3-weeks under the old JV system.
- 790. Incorrect Personal information
- 791. Spouses name dropped from Savings Bonds
- 792. flex,travel long delay(1-2 months);leave bal.not up to date
- 793. I have been disenrolled from Flex Plan Programs.
- 794. An approved leave request disappeared
- 795. Unable to approve leave & time for employees under my supervision
- 796. pending fsa paid 3 weeks after next pay day
- 797. Flex payment error
- 798. Pd longevity twice-change in job title, never changed pay
- 799. beneficiary/correct payable to person was dropped from savings bond
- 800. It took about five months for my sick leave bank contribution to show, and sick and annual never update at a set time.
- 801. Wrong personal information on my home page
- 802. No "head's up" re: bundling longevity pay with regular paycheck. 2. Money deducted for FSA acct, but per Edison not enrolled.
- 803. I DID NOT GET MY RAISE!!!
- 804. Time entry disappears and has to be re-entered.
- 805. Time entry data was dropped after entry
- 806. I still do not see on edison where it has my husband listed as the appropriate beneficiery
- 807. it lost my time sheet so that my supervisor could not approve it.
- 808. I paid for my husband to be added to my health insurance for October 1. He was not added until November 1.

## Employee Survey

- 809. My personal information incorrect. Having to re-enter time.
- 810. problem with reimbursement from Medical Reimbursement Account ( Flex Benefits)
- 811. travel reimbursement check sent in paper form -no direct deposit
- 812. Inability to enter past enteries > week afterwards. Not paid in arrears.
- 813. life insurance benefits are not what was originally selected. issues have not been resolved.
- 814. entering requests which were approved and then just disappeared causing exception reports to be made
- 815. Deductions incorrect, marital information incorrect, time in service incorrect
- 816. unable to access the system in a timely manner to approve time
- 817. no explanations of what deductions are why taken
- 818. If you have to change checking accounts then you receive a check but your savings account dollars cannot be deposited into your savings account for that period
- 819. It's 'HARD' to TELL when using EDISON 'IF' I was PAID for (ALL) of MY OVERTIME!
- 820. The interface isn't user-friendly. It's difficult to find the right link to what you want.
- 821. Retirement pay on Edison is almost double what is actually paid to me.
- 822. My manager can't approve my leave requests or leave time, changed my mailing address months ago and got no mail sent to new address.
- 823. Many times when information is reported on time when the system runs it may miss on day out of the week or a leave request. Also exceptions taking days to show up the first time.
- 824. miss calculation of leave
- 825. Default for payments were incorrect which delayed the approval(s).
- 826. after leave time was keyed and approved, it disappeared, requiring re-keying and re-approval
- 827. TAKEN OUT OF SLB
- 828. I was paid overtime rather than receiving comp time.
- 829. I work in Human Resources, though not on the payroll and benefits side. I have observed the mayhem on the payroll side in trying to get a straight answer from ANYONE in F&A or DOHR. That cannot even tell us how to read a payroll register.
- 830. I was paid longevity when it wasn't due yet
- 831. Not showing at the pay period. Having to guess how many hours I have.
- 832. Account password issues
- 833. Entering Travel pay & expenses. I had to enter it in 3 times, and I have yet to be reimbursed.

## Employee Survey

- 834. charged for dental premium
- 835. Check was sent to me by mail.
- 836. somehow \$200/mo. got deferred (flex health & depend) for mounts. Nobody knows why. I'm still not sure what happened. I do know that it did cost me money for a mistake I did not do.
- 837. flex benefits takes way longer than 10 days to be pd
- 838. Youngest child not listed as a dependent/beneficiary on life insurance .
- 839. submitting time and it disappears, over and over again
- 840. Edison loses my time and it has to be reentered
- 841. Holiday Pay
- 842. Universal life insurance not entered properly
- 843. 2 issues- 1st password change-2- Annual time not current
- 844. calculation of FMLA. Returned in March and time had been entered thru May, which blocked any time entries at my level.
- 845. address changed in edison but did not change elsewhere in state system, so I was not getting mail. Had to have HR change my address in the system TWICE after this - and in several different areas of Edison before problem was corrected.
- 846. Computer would not show the correct option for the type of leave or type of work (regular versus ot, etc)
- 847. inputting time off requests and then viewing them
- 848. direct deposit to bank account lost - add. fed. tax withheld lost
- 849. time that was keyed, was not retained by Edison.
- 850. initial sign-in
- 851. Since we are not paid in arrears we had to report time that had not yet occurred.
- 852. Adding an account for direct deposit
- 853. submitting time that never shows up
- 854. direct deposit problem
- 855. there was a \$900 deduction for 401k I had not authorized.
- 856. Flex Health Deductions Not Implemented.
- 857. Stated 2 dependents, still states that I am American Indian and we put in a complaint a long time ago.
- 858. Unable to direct deposit to multilocations.
- 859. somehow it was put in(not by me) thatI was sick one day andhad 2.0hrsOT both w/o prior okay-I got 'yelled' at for this & I didn't do it--it got corrected though.

## Employee Survey

- 860. Keying and Approving Leave, Overtime and Abscences is often dropped. My time spent on payroll has increased 1000% since inception
- 861. Exceptions which I cannot resolve being generated for staff I supervise. However, these are being cleared each pay period somehow by the Edison process.
- 862. No, I do not have direct deposit for my pay check. I receive a check in the mail. When I request a flexible benefit check or an expense check they are depositing it in my credit union. I do not like this.
- 863. I have been working out of class, because of the implementation of Edison,
- 864. wasn't the same as on my last pay check . our longevity should be in a check by itself
- 865. not getting time right are codes
- 866. not in keeping with regular salary
- 867. printing pay stub
- 868. Longevity due in December 2009 issued Feb 2009
- 869. too much money taken out for overtime payment
- 870. Supervisor cannot approve time or leave requests.
- 871. I won a grievance against the department and it took from November 18, 2008 until February 13, 2009 to get my money.
- 872. EDISON would not provide me with the needed codes. After 2 and half hours, the administrator was able to enter my time, and I was paid.
- 873. UNABLE TO BRING MY PAYCHECK UP-NO PROBLEMS BEFORE
- 874. holiday no pay
- 875. LEAVE TIME WAS ENTERED UNDER WRONG CODE
- 876. Regular time enter disappeared
- 877. drops time after entering - have had to re-enter time on many occasions
- 878. certain log procedures are getting better since 1 dy trg.
- 879. Expense Report Issues
- 880. lost reimbursement check
- 881. OT not calculated right; longevity was pd with reg check
- 882. I received duplicate payments of my flex transportation and had to repay funds.
- 883. Time taken out of comp for annual leave even though when taken I was maxed out but fell below maxxed out on next payperiod while on a consecutive vacation.
- 884. applying for other jobs, payroll is confusing to enter
- 885. Beneficiaries not correct
- 886. Flexible Benefits Plan - - Reimbursement
- 887. Reimbursement of transportation expense

## Employee Survey

- 888. A payroll deduction was to be stopped
- 889. I have one employee. I did not get the manager's self service link.
- 890. I employees pay. I have had problems with most of the above and more every month since Edison went live. I have two issues that have been on going for over 10 weeks. One of them since January.
- 891. the system is not designed for employees who work irregular shifts, this makes time keeping much more time consuming and confusing than previous system.the change in longevity payment has caused loss of money due to higher tax rate.
- 892. Have entered time for days and hours worked as well leave requests. It appears on screen on some occasions and it is not captured. Payroll staff at my agency have worked long and hard to make it work and resolve problems every pay period.
- 893. Entering time seems to be transitory. it vanishes afterward. Time requests disappear in one part of the program but after examing I can find it in another. After of course, creating a problem. Also it discourages me from changing my 401k or loans
- 894. time was entered then lost had to re-enter time at a later date
- 895. failure to deduct correct flex benefit amount or pay benefit
- 896. W-4 form
- 897. Time information keyed disappeared several times.
- 898. my profile wouldn't show up under my supervisor to be approved
- 899. The submission of time,which seems to "get lost"?
- 900. We are professional. How come we cannot enter our own timesheet? Everyday we have to send e-mail for our time worked on previous day.
- 901. At one time a child support "fee" was deducted from my pay; that support had ended a number of years ago but at the beginning of Edison the system picked it up again and deducted it.
- 902. First problem --Not receiving savings bonds for Sep. Oct. and November until Dec. Another problem was the 2009 Flexible benefits. In January they deducted flex spending based on 2008 enrollment.
- 903. Money taken out, but don't know why. Still not signed up for Flex Spending, although I filled out all the paperwork for it hen I started again in March
- 904. Occaisionally loses data between sessions. Inexplicable exceptions. Rare occaisions of sudden dropped session. Rare occaisions of session not available.
- 905. Was paid twice for one flexible benefits claim.
- 906. It takes too long after I eter my time for it to appear on my supervisor's computer screen.
- 907. Disenrollment of spouse from life insurance. Duplicate charges for insurance paid while on maternity leave.
- 908. flex benefits deductions and claim payments

## Employee Survey

- 909. Problems with months of service and longevity due date not being shown correctly.
- 910. Randomly switching my insurance between plans.
- 911. Having to enter or approve time more than once for the same period
- 912. Overpayment of benefits took 4 months to get back. I was told that "it got lost in Edison". Forgot to take out my 401(k) and my TSEA dues. Adding my newborn daughter to my insurance got lost in Edison
- 913. The program is overly complicated, too sensitive to errors, easy to make errors, there is no way to get help when something goes wrong
- 914. Was enrolled in dental insurance which I did not apply for. Took months to straighten out.
- 915. I was paid by paper check received through the mail. I discovered that someone or something had decided my checking account was inactive.
- 916. Hire date is incorrect
- 917. Service Credits disappeared and had to be added back
- 918. takes 4 weeks to get reimbursed and cant see beneficiaries for life insurance
- 919. I have twice been removed from the system for no apparent reason, necessitating telephone calls to resolve the problem.
- 920. Entering my time on EDISON takes much too much time. It is a time waster and does nothing to assist me in doing my job
- 921. switching sick to annual
- 922. Mis-calculation/Over-payment of Longevity Pay.
- 923. You would enter time everyday and it say info processed but you would come in the following Monday and it has disappeared.I couldn't get in edison because,and the help desk had to put me back in.
- 924. Had a problem with my log in and password
- 925. Password reset problems
- 926. could not increase 401 deduction, had to have assistance to increase tax withholding
- 927. my ben. was not on edsion
- 928. it's just a pain.
- 929. Sick leave bank is not able to use Edison
- 930. No refund of benefits going from family to single
- 931. I have had login problems for the past 3 months
- 932. I have never been under the correct supervisor and have always had to call for assistance with time
- 933. I have edison on speed dial as i need to call EVERY time i want to see pay stub

## Employee Survey

- 934. received a paper check when I changed savings amount. Did not know this would occur. Check just arrived at my house.
- 935. I have been a CM2 since 2/15/09 and I am still getting paid as a CM1.
- 936. Dental Insurance Coverage/ Spouse
- 937. Constantly shows time reporting errors that are incorrect
- 938. Charitable contribution deducted in error.
- 939. Vietnam Veteran status missing
- 940. Could not review and print my pay stub.
- 941. Flex benefite reimbursment hold up
- 942. Unexplained Exceptions to Time entered
- 943. put in time and got it approved and then it disappeared and to be re-entered and re-approved
- 944. had to submit time twice when edison screen showed submitted and could not enter time because was told too many people on the system at the same time
- 945. Notifications of travel pay denial and lost submitted data
- 946. My bankruptcy payments were not being sent to the court.
- 947. My supervisors cannot see or approve my time, Someone that I do not even know has to approve my time even when they have no idea of how many hours I have worked including overtime. Also when the end of the mo. happens mid week I have to estimate my time
- 948. Was only paid one week out of four weeks of work until County Director got the issue straightened out. This occurred before I could use Edison on my own.
- 949. It takes too much work time at a time when we've lost personnel. The timekeeper is needed for other job duties, and Edison takes from that. Soon I will be entering my time, and it will take too much time away from job duties. Leave bal not accurate.
- 950. I am enrolled in the Flexible Benefits Plan and received an e-mail telling that a payment had been made to my checking account. The money was not in my account and did not go in my account for another week.
- 951. Flexible benefit reimbursement claim was paid twice
- 952. Undercharged for life insurance - I'm not complaining, the State did not make me pay the difference; they did not figure it out for a couple months despite my calling their attention to it.
- 953. Fort Derbo taken out of check and I do not know what it is for.
- 954. I'm unable to make changes to my beneficiary of the state policy.
- 955. I entered leave time in Edison and was charged leave without pay. Edison gave no indication that my leave balances were too low to take this leave and I would be charged leave without pay. I thought I had already earned the leave for that month but



## Employee Survey

- 956. Flexible Benefits (Not accepting yr 2009 sign on)
- 957. Direct Deposit
- 958. keeps timing out prior to entering my travel/was unable to access edison on my computer for the first two months
- 959. unable to login
- 960. Hassles, on then off
- 961. I am scheduled to work 4 days a week, but Edison has me down working 5 days. This must be changed every week.
- 962. There is a problem with time having to be entered/approved more than once.
- 963. My beneficiary was changed back to a name, I had removed.
- 964. I am missing one of the codes to which I should apply my time to. I am therefore placing that time under another code
- 965. could not get logged in to program, had to be reset 3/x.
- 966. no savings bonds.
- 967. I used sick leave and the system took leave from my comp. time. I did not accrue and use in the same week.
- 968. Non-productive time spent on entering time interferes with my job.
- 969. annual/sick balances wrong, system does not operate consistently
- 970. The need to re-enter time and leave requests multiple times due to time and leave not staying recorded. Problems with payroll are more difficult to find in a timely manner.
- 971. delay in processing flex benefits reimbursements
- 972. couldn't get in because the program wouldn't save my password. I had to generate a new one through the help desk or my super would enter my info for me to save time.
- 973. Optional Sp Accd. premium changed. No idea why.
- 974. I was on FLMA and paid insurance out of pocket. when I returned to work my first check was taken for all the months I was out on leave. It was entered wrong by HR.
- 975. Correct address was not changed for Savings Bond.
- 976. No benefits were deducted from paycheck for period ending 4-30-09
- 977. not receiving check
- 978. While I was out on sick leave my pay check was never the same. 4-5 times I received no pay whatsoever.
- 979. I was not able to determine the meaning of some of the material presented in the payroll report.
- 980. Sick time was deducted as part of my annual/comp time
- 981. No beneficiary listed for me

## Employee Survey

- 982. Logging into the system to verify time.
- 983. I was in Edison two different ways. As an 337.01 & 337.10. I didn't show up in the role ampping. My position was concered vacant.
- 984. Timesheet was submitted on line but was not processed. It has not been a problem recently.
- 985. getting into and out of Edison.
- 986. am never sure on a weekly basis when time must be entered as it changes almost daily, work in field and am tied to office on days when supposed to put in time when should be in field seeing clients
- 987. after I would key in the employees payroll, when I would go back in and check to make sure that it was done right, everything that I had keyed in would be gone. So I was having to go back everytime I keyed it and make sure that it took it.
- 988. SYSTEM DIDNOT ACCEPT REG SCHED WHEN SUBMITTED IT CHANGE IT TO ANNUAL LEAVE FOR A WHOLE WEEK AND BACKUP PERSON EMAILED ME AS TO IF IT WAS CORRECT OR NOT, IT WAS CORRECTED.
- 989. problems w/ Flex benefits
- 990. Had a problem getting paid too much for parking and then having to refund the money. Parking refunds are still weird.
- 991. Training issues. Roll-out was not well done.
- 992. annual leave & sick leave are not current
- 993. confidential files taken due to edison not making payments for pod rentals
- 994. Received an e-mail for payment of claims that were already paid and this caused me an hour of confusion in
- 995. This program was not developed for the Visually Impaired. When I had problems they really did not know what to do.
- 996. checked sick lv bal, believe off a few hrs, is okay//SLB beg date should be 2003
- 997. Had to send in timesheet three times
- 998. I had submitted request for a day off and was authorized by my boss, but then it disappeared from Edison. We had to resubmit and re-approve.
- 999. information not correct, no one knows how to correct it.
- 1000. In separate incidents Edison did not recognize approved leave requests or payable time.
- 1001. getting letters that my mom has not paid her insurance,keep calling and they say that someone will call me back, but no call back yet.She has sent her checks in,but they keep sending letters saying that she is behind on the insurance and they are going to
- 1002. SHORTED 32 HRS PAY TOOK 6 WEEKS TO GET BACK. HAVE TRIED FOR 3 MONTHS TO CHANGE DIRECT DEPOSITE STILL TRYING, OLD SYSTEM TOOK 1 PAY PERIOD

## Employee Survey

- 1003. each time supervisor approved leave request, it would still show leave not approved & I would be on the exception report
- 1004. Wiped out Savings Bond information with no notification
- 1005. My granddaughter was to be added to my health ins. b/c we now have custody of her. I filled out the necessary paperwork, but it took weeks and many emails and phone calls to actually get her enrolled. Was told by Personnel it was an Edison problem.
- 1006. I changed my address on Edison and my travel direct deposit stopped going to my bank.
- 1007. Have approved time and checked later it would show not have been approved.
- 1008. Beneficiary name wrong
- 1009. supervisor unable to access my info to approve
- 1010. Flexible benefit reimbursements are exceeding the 10-day guarantee by as much as 10 additional days. Complaints to flexible benefits office has revealed the problem on their end is the new Edison system.
- 1011. Multiple problems - ID# not being assigned new staff for months after they report to work. Requirement of same supervision for staff in overlapping positions remains a problem when the employees are under separate physical supervision.
- 1012. Problem with flexible benefits
- 1013. I have never once been able to approve the work of any of my direct reports. They do not show up in EDISON as being managed by me. I have to get someone else (and it's not always the same person) who sees them to do those approvals.
- 1014. Child support being deducted and not paid to the courts.
- 1015. When getting a list of dental providers, the system keeps returning you to the home page, so you cannot see the list.
- 1016. leave requests
- 1017. ITS THE BIGGEST JOKE THE STATE OF TENNESSEE EVER DECIDED TO USE
- 1018. Could not key my time for Oct.1, 2, and 3
- 1019. Flex Benefits not reported at all in Edison System
- 1020. Edison began deductions for charitable contributions that I did not authorize.
- 1021. They had me on SLMB and I have been back at work since May I tried calling several time I had my payroll contact them and each month I recieved a letter that I needed to pay my insurance myself yet they were taking it out of my paycheck.
- 1022. Once I entered my time into the system it was not saved.